

## **AGENCY TELECOMMUNICATIONS REPRESENTATIVE (ATR) RESPONSIBILITIES/DUTIES** **(Agency Designates As Many As Required** **To Meet Telecommunications Needs)**

1. Performs the day-to-day telecommunications activities for an agency or sub-unit of an agency (i.e. a large agency may have an ATR for each of its field offices or divisions).
2. Must register with the ONS by completing a Chief Agency Telecommunications Representative [\(CATR\)/ATR designation form](#). This provides authority to act as a contact with the DGS Telecommunications Division, Office of Network Services ([DGS-TD-ONS](#)), and to approve the purchase of telecommunications products and services through the STD. 20 process for the agency.
3. Completes, signs, and submits [STD. 20s](#) and [STD. 65s](#) per state policy and procedures to order telecommunications products and services. As per agency processes; reviews, edits, approve, and signs STD. 20s and STD. 65's, prepared by other agency personnel. Coordinates and submits these orders to vendors.
4. Coordinates with the CATR as needed to share information; to implement state policy and respond to DGS action/information requests; to resolve telecommunications issues; and to develop local policy and procedures based on state law and policy. Elevates telecommunications related decisions to the CATR and/or others per local agency processes.
5. Reviews and follows up on agency initiated telecommunications requests, and implements systems and services in compliance with the State Administrative Manual ([SAM](#)), State Telecommunications Management Manual ([STMM](#)), and Agency Telecommunications Representative ([ATR](#)) [Bulletins](#) and established agency policies, procedures, and plans.
6. As per agency procedures, keeps management and staff informed of policy changes, new service offerings, and current procedures and developments pertaining to telecommunications services. May arrange for repair and maintenance of telecommunications systems. Maintains timely and accurate systems and service records.
7. Monitors telecommunications systems and services for appropriate and cost-effective use. With the CATR, establishes processes to maintain systems security, including identifying and reporting fraud and abuse of telephones.
8. Should be familiar with and adhere to the telecommunications sections of the SAM Chapter 4500 and follow established STMM guidelines and procedures.
9. Provides or arranges to obtain staff training on telecommunications products and services as per the agency policy/procedures.
10. May perform the duties of a state [Directory Listing Coordinator](#) (DLC) (especially in a small agency).

### **Links:**

[CATR Overview](#)

[CATR Responsibilities](#)